



TO: Director, Executive Secretariat

FROM: Anne Crowther, Director  
Agency Liaison, The White House

DATE: September 12, 2002

RE: Change in White House mail procedure

This memo is to inform you of a change in the process of forwarding White House Hardship mail.

In an effort to streamline our mail operation, we will no longer be sending a “buck” sheet with each individual case. The Transmittal Sheet for the daily faxing/couriering of all cases to your agency will now have the pertinent information formerly included on the buck sheet (constituent name and White House control number), but will not include all of the general instructions.

However, for the next few weeks, I will enclose these instructions for responding to White House mail in your daily envelope/fax transmission. I would appreciate it if you would keep this Information Sheet on file and brief any future, new employees about our procedures. The White House Control Number (WH000000 HUD) will continue to be hand-written on the top of the constituent’s letter and will be circled for identification.

I certainly appreciate your timely responsiveness to the President’s referrals. The fine quality of correspondence being communicated to the citizens of the United States is a credit to all; I am honored to work with you and I thank you for your efforts.

Encl: White House Mail Guideline Information Sheet